

## CLAIMS

The following listing of claims replaces all prior versions and listings of claims in this application:

1. (Withdrawn) A property management system for managing property utilized by a tenant, managed by a property manager, and serviced by a vendor, comprising: an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor; a digital network for receiving the incident report from the correspondent; and a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor.
2. (Withdrawn) A property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor, comprising: an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor; a digital network for receiving the incident report from the correspondent; and a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor, the computer-based application generating a notification in response to the incident report, the notification being transmitted to the vendor via a notification method.
3. (Withdrawn) A property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor, comprising: an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor; a digital network for receiving the incident report from the correspondent; and a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor, the computer-based application generating a notification in response to the incident report, the notification containing information describing a work request, the notification being transmitted to the vendor via a notification method.
4. (Withdrawn) The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by electronic mail.
5. (Withdrawn) The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by facsimile.
6. (Withdrawn) The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by computer synthesized telephone-delivered voice or voice mail.
7. (Withdrawn) Those methods include: web site provided information, e-mail, pager activation, real-time synthesized telephone-delivered voice or voice mail, fax, paper mail, and transmission to a digital wireless device such as a personal digital assistant.

8. (Withdrawn) A method for facilitating the management of property by tracking a service request from a service requestor, comprising the steps of:

- receiving a digitized service request from the service requestor, the digitized service request being entered by the service requestor into a web-based interface accessed by a first computer;
- storing the digitized service request with a second computer, the second computer being programmed to receive and store the digitized service request automatically; and
- selecting with the second computer a receiver from a plurality of potential receivers corresponding to the digitized service request, the receiver having access to a third computer; and
- transmitting the digitized service request automatically to the third computer capable of displaying the digitized service request, the third computer being accessible to the receiver wherein the receiver is not the service requestor.

9. (Withdrawn) The method of claim 8 wherein the receiver is a property manager.

10. (Withdrawn) The method of claim 8 wherein the receiver is assisting a property manager.

11. (Withdrawn) The method of claim 8 wherein the receiver is a property owner.

12. (Withdrawn) The method of claim 8 wherein the receiver is assisting a property owner.

13. (Withdrawn) The method of claim 8 wherein the receiver is a service provider.

14. (Withdrawn) The method of claim 8 wherein the receiver is assisting a service provider.

15. (Withdrawn) The method of claim 8 wherein the computer plays an audio portion of the digital service request.

16. (Withdrawn) The method of claim 8 wherein the computer displays a visual portion of the digital service request.

17. (Withdrawn) The method of claim 8 wherein the computer is a personal computer.

18. (Withdrawn) The method of claim 8 wherein the digitized service request is transmitted over the Internet.

19. (Withdrawn) The method of claim 8 wherein the digitized service request is transmitted over a telephony network.

20. (Withdrawn) The method of claim 8 wherein the service requestor is a tenant.

21. (Withdrawn) The method of claim 8 wherein the service requestor is a building occupant.

22. (Withdrawn) A method for efficiently registering a user in a property management system, comprising the steps of:

- providing the user with an invitation to become a registered user of the property management system, the invitation being associated with some initial information about the user;
- receiving subsequent information solicited from the user by the property management system with the use of menu options, the menu options presented to the user being dependent at least in part on the initial information; and

registering the user based on the initial information and the subsequent information.

23. (Withdrawn) The method of claim 22 wherein the initial information about the user is an associated company name.
24. (Withdrawn) The method of claim 22 wherein the registering step further comprises providing an ID and password combination to the new user.
25. (Withdrawn) The method of claim 22 wherein access to the subsequent information is limited to the registered user and an invitation-sponsoring entity associated with the property management system.
26. (Withdrawn) The method of claim 22 wherein the computer menu options allow the new user to select the type of property management system user they want to be.
27. (Withdrawn) The method of claim 26 wherein the computer menu options allow the new user to identify itself as a property manager to the property management system.
28. (Withdrawn) The method of claim 26 wherein the computer menu options allow the new user to identify itself as a building occupant to the property management system.
29. (Withdrawn) The method of claim 26 wherein the computer menu options allow the new user to identify itself as a service provider to the property management system.
30. (Withdrawn) A method for a property management system to relay at least part of a service request from a service requestor to a service provider without direct intervention by a property manager, comprising the steps of:  
    receiving a service request from a service requestor, the service request being transmitted to the property management system;  
    qualifying the service request with the property management system by at least one processing rule to determine eligibility for relaying at least part of a service request to a service provider; and  
    relaying at least part of the service request from the service requestor to the service provider.
31. (Withdrawn) The method of claim 30 wherein the relaying step further comprises relaying additional information stored by the property management system associated with the service request.
32. (Withdrawn) The method of claim 30 wherein the additional information describes the primary location for fulfillment of the service request by the service provider.
33. (Withdrawn) The method of claim 30 wherein the additional information describes a cost limitation for fulfillment of the service request by the service provider.
34. (Withdrawn) The method of claim 30 wherein the additional information comprises a limitation on an amount of time allotted for the service provider to respond.
35. (Withdrawn) The method of claim 34 further comprising:  
    relaying at least part of the service request from the service requestor to another service provider after failure of the service provider to respond within the amount of time allotted.

36. (Withdrawn) The method of claim 30 wherein the at least one processing rule uses a location associated by the property management system with the service requestor to determine whether the relaying step is permitted.

37. (Withdrawn) The method of claim 30 wherein the at least one processing rule uses a location and a type of service associated by the property management system with the service requestor to determine whether the relaying step is permitted.

38. (Withdrawn) The method of claim 30 wherein the at least one processing rule uses a type of service associated by the property management system with the service requestor to determine whether the relaying step is permitted.

39. (Withdrawn) The method of claim 30 wherein the at least one processing rule uses a location and a type of service associated by the property management system with the service requestor and a level of urgency and a description from the service requestor to determine whether the relaying step is permitted.

40. (Withdrawn) The method of claim 30 wherein the at least one processing rule uses a description from the service requestor to determine whether the relaying step is permitted.

41. (Withdrawn) The method of claim 30 wherein the at least one processing rule uses a type of service associated by the property management system with the service requestor and a level of urgency provided by the service requestor to determine whether the relaying step is permitted.

42. (Previously presented) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a property manager, comprising the steps of:  
    receiving a service request from a service requestor, the service request being transmitted to the property management system, the service request being associated with a property having a management affiliation;  
    identifying, with the property management system, a property manager by successively reviewing increasingly more general descriptions of the management affiliation of the property until a property manager is identified; and  
    relaying at least part of the service request from the service requestor to the property manager.

43. (Previously presented) The method of claim 42 wherein the identifying step is a hierarchical tree traversal search through successive hierarchical levels towards the root of a hierarchical tree.

44. (Previously presented) The method of claim 42 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

45. (Previously presented) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a property manager, comprising the steps of:  
    receiving a service request from a service requestor, the service request being transmitted to the property management system, the service request being associated with a property having a management affiliation;  
    identifying, with the property management system, a property manager or property owner by successively reviewing increasingly more general descriptions of the management affiliation of the property until a property manager or property owner is identified; and  
    relaying at least part of the service request from the service requestor to the property manager or property owner identified.

46. (Previously presented) The method of claim 45 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

47. (Previously presented) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a person other than a property manager, comprising the steps of:

- receiving a service request from a service requestor, the service request being transmitted to the property management system, the service request being associated with a property having a management affiliation;

- identifying, with the property management system, a property manager or property owner by successively reviewing increasingly more general descriptions of the management affiliation of the property until a person other than the property manager is identified; and

- relaying at least part of the service request from the service requestor to the person other than the property manager.

48. (Previously presented) The method of claim 47 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

49. (Withdrawn) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a recipient to assist in handling the service request, comprising the steps of:

- receiving a service request from a service requestor, the service request having a specified level of urgency and being received by the property management system;

- identifying a recipient;

- comparing with the property management system the specified level of urgency against contact preferences previously specified by the recipient; and

- relaying at least part of the service request from the service requestor to the identified property manager or property owner in conjunction with the contact preferences previously specified by the recipient.

50. (Withdrawn) The method of claim 49 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

51. (Withdrawn) The method of claim 49 wherein the recipient is a service provider.

52. (Withdrawn) The method of claim 49 wherein the recipient is a property manager for the property associated with the service request.

53. (Withdrawn) The method of claim 49 wherein the recipient is a property owner for the property associated with the service request.

54. (Withdrawn) The method of claim 49 wherein the specified level of urgency is selected from a plurality of levels.

55. (Withdrawn) The method of claim 49 wherein the specified level of urgency is selected from low, medium, high and emergency levels.

56. (Withdrawn) The method of claim 49 wherein the at least part of the service request is formatted with a message template selected based at least in part on information associated with the service request.

57. (Withdrawn) A method for a property management system to send a message to a property manager or property owner, comprising the steps of:

- storing service information with the property management system, the service information related to a property;
- identifying a message template compatible with a recipient's communications capability;
- and
- creating a message by formatting the service information and context-sensitive information with the message template.

58. (Withdrawn) The method of claim 57, further comprising the step of:

- transmitting the message to the recipient, the message describing service to be performed on the property.

59. (Withdrawn) The method of claim 57 wherein the message template is selected from a plurality of message templates, each message template being specific to one or more types of communication channels.

60. (Withdrawn) The method of claim 59 wherein the one or more types of communications channels includes communications via facsimile.

61. (Withdrawn) The method of claim 59 wherein communications via e-mail.

62. (Withdrawn) The method of claim 57 wherein the context-sensitive information includes at least one of the following: a name of a responsible property manager, a date that the work is to be completed by and a description of a problem and/or service.

63. (Withdrawn) The method of claim 57 wherein the message template is selected from a plurality of message templates based at least in part on the recipient's status as maintained in the property management system.

64. (Withdrawn) The method of claim 57 wherein the message template is selected from a plurality of message templates based at least in part on the recipient's communication channel as maintained in the property management system.

65. (Withdrawn) The method of claim 57 wherein the message template is selected from a plurality of message templates based at least in part on the recipient's status and the recipient's communication channel as maintained in the property management system.

66. (Withdrawn) A method for a property management system modify an existing incident comprising the steps of:

- storing a first incident for access by the property management system; and
- creating a second incident, the second incident being independent from and related to the first incident, the second incident having some information in common with the first incident and specifying at least one task not present in the first incident.

67. (Withdrawn) The method of claim 66 wherein the at least one task not present in the original incident is of a different service type.

68. (Withdrawn) A method for customizing a template supplied by a property management system, comprising the steps of:

validating a user as a registered user of the property management system;  
allowing the registered user access to the property management system;  
transmitting data fields to the registered user;  
receiving information associated with some of the data fields; and  
storing the information with some indication of some of the data fields.

69. (Withdrawn) The method of claim 68 wherein at least some of the data fields contain a text field describing a service request.

70. (Withdrawn) The method of claim 68 wherein at least some of the data fields contain a pointer describing a request for quotation.

71. (Withdrawn) The method of claim 68 wherein at least some of the data fields contain a user-defined label describing a bid in response to a request for quotation.

72. (Withdrawn) The method of claim 68 wherein at least some of the data fields can be populated by the registered user.

73. (Withdrawn) A method for attaching text to a template supplied by a property management system, comprising the steps of:

validating a user as a registered user of the property management system;  
allowing the registered user access to the property management system;  
transmitting data fields to the registered user;  
receiving information associated with some of the data fields; and  
storing the information in a database accessible to the property management system.

74. (Withdrawn) The method of claim 73 wherein at least some of the data fields contain a text field describing a service request.

75. (Withdrawn) The method of claim 73 wherein at least some of the data fields contain a pointer describing a request for quotation.

76. (Withdrawn) The method of claim 73 wherein at least some of the data fields contain a user-defined label describing a bid in response to a request for quotation.

77. (Withdrawn) The method of claim 73 wherein at least some of the data fields can be populated by the registered user.

78. (Withdrawn) A method for attaching text to a template supplied by a property management system, comprising the steps of:

validating a user as a registered user of the property management system;  
allowing the registered user access to the property management system;  
transmitting data fields to the registered user;  
receiving html text associated with at least some of the data fields; and  
storing the html text accessible to the property management system.

79. (Withdrawn) The method of claim 78 wherein at least some of the data fields contain a text field describing a service request.

80. (Withdrawn) The method of claim 78 wherein at least some of the data fields contain a pointer describing a request for quotation.

81. (Withdrawn) The method of claim 78 wherein at least some of the data fields contain a user-defined label describing a bid in response to a request for quotation.
82. (Withdrawn) The method of claim 78 wherein at least some of the data fields can be populated by the registered user.
83. (Withdrawn) The method of claim 78 wherein the registered user can select which user-defined data field is displayed on a particular web page.
84. (Withdrawn) A method for attaching text to a template supplied by a property management system, comprising the steps of:  
    validating a user as a registered user of the property management system;  
    allowing the registered user access to the property management system;  
    transmitting data fields to the registered user with previously associated information; and  
    providing the registered user with an option to edit the information according to at least one rule if the registered user has access privileges.
85. (Withdrawn) The method of claim 84 wherein at least some of the data fields contain a text field describing a service request.
86. (Withdrawn) The method of claim 84 wherein at least some of the data fields contain a pointer describing a request for quotation.
87. (Withdrawn) The method of claim 84 wherein at least some of the data fields contain a user-defined label describing a bid in response to a request for quotation.
88. (Withdrawn) The method of claim 84 wherein at least some of the data fields can be populated by the registered user.
89. (Withdrawn) A method for handling user-customized information in a property management system, comprising the steps of:  
    allowing a registered user access to the property management system;  
    receiving from the registered user user-customized information; and  
    transferring the user-customized information from a first database object supplied by the property management system to a second database object.
90. (Withdrawn) The method of claim 89 wherein the property management system transfers the user-customized information as a direct result of an action by the registered user.
91. (Withdrawn) The method of claim 89 wherein the property management system transfers the user-customized information as an indirect result of an action by the registered user.
92. (Withdrawn) The method of claim 89 wherein the first database object is associated with a bid and the second database object is associated with an incident.
93. (Withdrawn) A method for providing time-limited access to a property management system, comprising the steps of:  
    receiving addressing information associated with a user;



generating a token, the token allowing the user non-permanent access to the property management system;  
transmitting the token to the user using the addressing information associated with the user; and  
allowing the user non-permanent access to the property management system.

94. (Withdrawn) The method of claim 93 wherein the non-permanent access is only for one session if that session exceeds a time limit.

95. (Withdrawn) The method of claim 94 wherein the time limit is not longer than one day.

96. (Withdrawn) The method of claim 93 wherein the token allows the property management system to be demonstrated to the user as part of selling access to the user.

97. (Withdrawn) The method of claim 93 wherein the token allows the property management system to be demonstrated to the user as part of educating the user.

98. (Withdrawn) The method of claim 93 wherein the token is generated from a sparsely populated domain.

99. (Withdrawn) A method for providing time-limited access to a property management system, comprising the steps of:

generating a token, triggered by a second user, the token allowing the first user non-permanent access to the property management system;  
transmitting the token to the first user; and  
allowing the first user time-limited access to the property management.

100. (Withdrawn) The method of claim 99 wherein the property management system associates an address with the first user and the token is transmitted to that address.

101. (Withdrawn) The method of claim 99 wherein the first user is registered with the property management system.

102. (Withdrawn) The method of claim 99 wherein the second user is registered with the property management system.

103. (Withdrawn) The method of claim 99 wherein both the first user and the second user are registered with the property management system.

104. (Withdrawn) The method of claim 93 wherein the token causes the information from a web page other than a home page to be initially provided to the user.

105. (Withdrawn) A method for a property management system to manage a service request, comprising the steps of:

receiving a service request having a plurality of attributes;  
tracking the service request having a plurality of attributes;  
identifying a user of a particular class in a plurality of classes based at least in part on at least one of the plurality of attributes of the service request; and  
generating a list of one or more status messages with the property management system, the list of one or more status messages being related to the

particular class of the user and the at least one of the plurality of attributes of the service request.

106. (Withdrawn) The method of claim 105 wherein the user is a property manager.
107. (Withdrawn) The method of claim 105 wherein the user is a property owner.
108. (Withdrawn) The method of claim 105 wherein the user is a vendor.
109. (Withdrawn) The method of claim 105 wherein the user is a tenant.
110. (Withdrawn) The method of claim 105 wherein the at least one of the plurality of attributes of the service request is a state of completion of the service.
111. (Withdrawn) The method of claim 105 wherein the at least one of the plurality of attributes of the service request is a past event associated with the service.
112. (Withdrawn) A method for a property management system to manage a service request, comprising the steps of:  
    receiving a service request having a plurality of attributes;  
    tracking the service request having a plurality of attributes;  
    identifying a user of a particular class in a plurality of classes based at least in part on at least one of the plurality of attributes of the service request; and  
    generating a list of one or more actions to be selected by user with the property management system, the list of one or more actions being related to the particular class of the user and one or more attributes of the service request.
113. (Withdrawn) The method of claim 112 wherein the user is a property manager.
114. (Withdrawn) The method of claim 112 wherein the user is a property owner.
115. (Withdrawn) The method of claim 112 wherein the user is a vendor.
116. (Withdrawn) The method of claim 112 wherein the user is a tenant.
117. (Withdrawn) The method of claim 112 wherein the at least one of the plurality of attributes of the service request is a state of completion of the service.
118. (Withdrawn) The method of claim 112 wherein the at least one of the plurality of attributes of the service request is a past event associated with the service.
119. (Withdrawn) The method of claim 112 wherein the list of one or more actions includes at least one recommended action.
120. (Withdrawn) The method of claim 112 wherein the at least one recommended action is visually accentuated.
121. (Withdrawn) The method of claim 105 wherein the list of one or more status messages is based at least in part on a database query.

122. (Withdrawn) The method of claim 112 wherein the list of one or more actions is based at least in part on a database query.

123. (Withdrawn) The method of claim 105 wherein the list of one or more status messages is based at least in part on a database query, the database query responding at least in part to information that is context-sensitive.

124. (Withdrawn) The method of claim 112 wherein the list of one or more actions is based at least in part on a database query, the database query responding at least in part to information that is context-sensitive.

125. (Withdrawn) The method of claim 112 wherein the list of one or more actions is transmitted to the user and contains hyperlinks for directing the user to corresponding web pages.

126. (Withdrawn) The method of claim 112 wherein the corresponding web pages direct the user to select an action.

127. (Withdrawn) The method of claim 105 wherein the list of one or more status messages is transmitted to the user and contains hyperlinks for directing the user to corresponding web pages.

128. (Withdrawn) The method of claim 105 wherein the corresponding web pages direct the user to select an action.

129. (Withdrawn) A method for a property management system to manage a service request, comprising the steps of:

- receiving a service request having a plurality of attributes;
- tracking the service request having a plurality of attributes; and
- generating a list of one or more locations to be selected by user with the property management system, the list of one or more locations being related to the user's status in the property management system.

130. (Withdrawn) The method of claim 129 wherein the list of one or more locations to be selected by user is transmitted to the user as a pull-down menu.

131. (Withdrawn) A method for a property management system to manage a service request, comprising the steps of:

- receiving a service request having a plurality of attributes;
- tracking the service request having a plurality of attributes; and
- generating a list of one or more locations to be selected by the user with the property management system, the list of one or more locations being related to a location associated with the user as stored in the property management system.

132. (Withdrawn) The method of claim 131 wherein the list of one or more locations to be selected by user is transmitted to the user as a pull-down menu.

133. (Withdrawn) A method for a property management system to manage a service request, comprising the steps of:

- initiating a service request based on information receive from a user; and
- generating a list of one or more locations to be selected by the user with the property management system, the list of one or more locations being related to a location associated with the user and another user as stored in the property management system.

134. (Withdrawn) The method of claim 133 wherein the list of one or more locations to be selected by user is transmitted to the user as a pull-down menu.

135. (Withdrawn) A method for a property management system to manage a service request, comprising the steps of:

- transmitting a message associated with the service request to a user, the message containing an identifier generated by the property management system;
- receiving a reply from the user, the reply containing the identifier;
- validating the identifier received from the user; and
- modifying the service request based at least in part on the reply from the user.

136. (Withdrawn) The method of claim 135 wherein the reply indicates that some service related to the service request has been completed.

137. (Withdrawn) The method of claim 135 wherein the identifier is a sparse domain identifier.

138. (Withdrawn) The method of claim 135 wherein the transmitting and/or receiving steps are via e-mail.

139. (Withdrawn) The method of claim 135 wherein the transmitting and/or receiving steps are via facsimile.

140. (Withdrawn) The method of claim 135 wherein the reply is not completely accepted by the property management system and a corresponding report is sent back to the user.

141. (Withdrawn) A method for automatically forwarding a service request directly from a reporter to a servicer without direct intervention by the site manager;

- receiving an incident report from a service requestor;
- qualifying the incident report by one or more processing rules to determine eligibility for forwarding to a servicer without requiring site manager interaction; and
- forwarding the incident report to a servicer.

142. (Withdrawn) A property management system comprising:

- an incident initiated by a correspondent, the incident being transmitted over network;
- a computer-based application for receiving the incident and storing a record of the incident in a database; and
- at least a portion of the record being transmitted to a service provider.